

Resident Handbook



ōliv
HIGHLAND



Learn More About Our Community

Contents overview

- | | |
|---------------------------------|------------------------------|
| 1. Best Way To Contact Us | 9. Maintenance Emergencies |
| 2. Property Name | 10. Information For Packages |
| 3. Property Address | 11. Lockouts |
| 4. Office Hours | 12. Conservice Information |
| 5. Amenity Availability | 13. Emergency Services |
| 6. Internet & Cable Information | 14. Mental Health Resources |
| 7. Trash Information | 15. Guests |
| 8. Parking & Towing Information | 16. Energy Saving Guide |

Amenity Availability

- Pool Hot Tub and Roof, open 7 days a week 10AM – 10PM (Open until 10/31 pending weather).
- Gym, open 24-hours
- Courtyard, 10AM – 10PM
- Study Lounge, open 24/7.
- Guests : Guests must be escorted by a resident at all times. 2 guests per resident, 1 guest per resident for the rooftop pool.

Internet + Cable Information

In-Unit Wifi is provided to all residents once they have moved in. Wifi problems can be reported to CBX. Support tickets can be texted to CBX at 567-406-0378 or emailed to olivhighland@cbxconnect.com

Trash Information

Trash rooms are located on every floor near the hallway furthest from the elevator. Placing items that do not fit down the chutes may result in fines or damage charges. Leaving trash in trash room and not disposing it down the chute may result in a fine. We do not offer valet trash service. Leaving trash outside of your front door may result in a fine. All cardboard should be placed in the dumpster located outside of the parking garage and next to the blue recycling bins. Bio-waste must be properly disposed of.

Parking + towing information

Parking is only for residents with a paid parking space. All others will be towed. We are a Tow Your Own Spot property. You are responsible for towing someone who is in your spot. Signs for the towing company are in the garage and surface levels. Walk's Towing: (814) 238-2886. You must wait for tow truck to arrive and show proof that the spot is yours.



Amenity Etiquette

- Clean up after yourself.
- Do not move furniture.
- Do not prop open doors.
- Do not open doors for people you do not know.
- **Pool Etiquette**
 - Do not hit emergency stop button.
 - **No glass.**
 - No pets allowed.
- **Hallway/Lobby/Stairwell Etiquette**
 - Clean up after yourself/guest(s) & pets.
 - Do not hit signs down.
- **Sauna Etiquette**
 - **Do not pour water on rocks.**
 - Turn Dial outside of Sauna to activate .
- **Study Room Etiquette**
 - Remain courteous, kind, and be mindful of those around you.
- **Courtyard Etiquette**
 - Do not move furniture.
 - Clean the Grills after use.
 - The red button next to the fire pits is the emergency stop (do not hit unless it's an emergency).
 - Do not let your pets off leash or potty in amenity space.
- **Gym and Yoga Room Etiquette**
 - Gym rules in effect.
 - Wipe down machine after use.



How To Submit Maintenance Requests

- Log into your resident portal
- Click “My Apartment”
- Click “Maintenance”
- Click “Request Maintenance” and follow the prompts

Maintenance Emergencies

- Maintenance emergencies are classified as the loss of heating or cooling, an uncontrolled water leak, an overflowing toilet, the refrigerator lost power, etc. Please contact our leasing office right away and a technician will be dispatched.
- After hours emergencies should be reported to on-call maintenance. On-call maintenance can be reached by calling (412) 560-9987. Residents will then follow the prompts to contact emergency maintenance.

Information For Packages

Resident packages should be addressed to 240 South Pugh St, {Apartment # & letter}, State College, PA 16801 (unit number — required!). Packages can be picked up in the package room on the first floor off of the lobby and Annex. A QR code and 6 digit numerical code will be generated once package has been inputted and sent to you for you to input and show the kiosk in order to gain entry and pick up your package.

Lockouts

Contact the leasing office for lock outs. \$75 fee applies.

Conservice Information

Utility bills will be added to your oLiv account on the 1st of each month by Conservice. A detailed breakdown of your bill will be emailed to you 3-5 days before rent is due. Questions about utilities must be directed to Conservice.

Phone number: 866-245-4577

Email Address: service@conservice.com

Mental Health Resources

Counseling and Psychological Services (CAPS): (814) 863-0395

Penn State Crisis Line: (814) 229-6400

State College Police Department: (814) 234-7150

Centre County Crisis: 1-(800) 643-5432

Centre County Mental Health: (814)355-6786





Energy Saving Guide

Our community is committed to sustainability, providing energy-efficient features like LED lighting, smart thermostats, and low-flow fixtures. Here are some practical tips to help you save energy and reduce your carbon footprint, contributing to a more sustainable future. For more information or any questions, please call your community management office. Together, we can pave the way for a greener tomorrow!



Laundry Like a Pro

- Wash full loads with cold water to save energy. Use the spin and drain settings to cut down drying time.
- Consider using a drying rack to air dry clothes when possible for an even greener approach. This not only saves energy but also extends the life of your clothes. And remember to clean the lint trap regularly for optimal dryer performance.

Dishwashing Done Right

- Wait until the dishwasher is full to run a load, and air-dry dishes to save energy.
- If you are handwashing dishes, be sure to turn the water off in between dishes.

Bright Ideas for Lighting

- Our community already has LED lightbulbs, which use up to 75% less energy and last much longer than incandescent bulbs.
- Make the most of natural light during the day by unplugging devices and turning off lights when not in use to reduce phantom energy usage.

Temperature Tricks for Savings

- Set your thermostat a few degrees higher in summer and lower in winter. Use programmable settings to optimize heating and cooling when you're home and away.
- Use ceiling fans to circulate air. In summer, set them to run counterclockwise for a cool breeze, and in winter, clockwise to distribute warm air.

Water Wisdom

- Take shorter showers to save both water and the energy used to heat it. Aim for 5-minute showers.
- Turn off the tap while brushing your teeth or shaving, and only run full loads in the dishwasher and washing machine.
- Collect cold water while waiting to warm up and use it to water plants or clean.



Where To put Your Parking Pass and RFID Tag

*Please put stick them to the inside of your vehicle

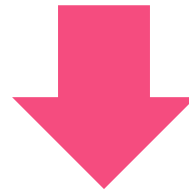
RFID Tag:

**Front: Top Windshield: Behind
Rearview Mirror**



Parking Pass:

**Rear: Passenger Side: Bottom Right
Corner**



INTERNET

Service & Support

WIFI:

Connect anywhere in the building to "oLiv Highland".

Your Wi-Fi password will be provided to you by the property.



Ethernet

Connect to reliably fast internet speed through ethernet ports conveniently located in each bedroom & living within your apartment.

cbxconnect

Questions or Network Issues?
Reach out to our CBX team!

Email: olivhighland@cbxconnect.com

Text: (567) 406-0378

Web: support.cbxconnect.com





Package Pickup

You have been enrolled in your building's Smart Package Room[®] to receive packages:

1. You will receive a text or email with a QR code from **Smart Package Room** informing you that your package is ready for pickup.
2. At the kiosk, **scan the QR code** (or enter the PIN).



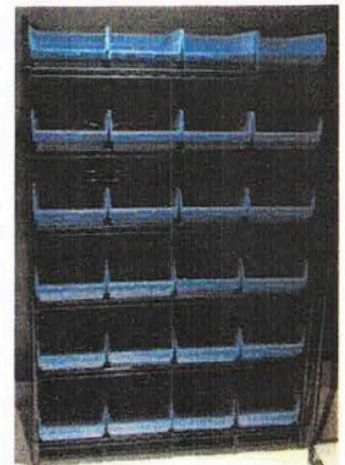
Scan QR code



3. On the screen, look at the **Room Map** to see where your package is located.
4. **Enter the room, look for the red dot (laser) on your package and pickup your package.**
5. Rate your experience, **tap a face:** Good, Fair, or Poor.
6. **Exit the room and close the door.**



Standard package
(w/red dot) on shelf



Envelope bins

Tips

- Wait to receive a **Smart Package Room notification**. This is NOT a courier's notification (i.e., from Amazon).
- To locate an envelope, oversized, or refrigerated item, look at the Room Map or signage in the room, confirm pickup when exiting.
- Don't follow others into the package room, use your own QR Code.
- Do not touch or move other packages.



Live like a classic.

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Contact Us

live@olivhighland.com

(412) 560-9987

240 South Pugh St, State College, PA 16801

Hours of Operation

Mon-Fri: 10AM – 6PM | Sat: 12PM – 4PM | Sun: 1PM - 4PM